

BARBER - Kinzer PPS GAL RE 0012057

Remington Arms Co., Inc.

Product Service

Legal Case #:4824

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210864	11/18/2010	10/22/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Roten	447 Rosedale	Kirkwood	PA	17536		H 717-529-6805

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired with safety on Concern:1028 Fired With Safe ON			
C				

10/22/10 Per call from Roten, sent to us in the 70's for repair of the bolt handle and the safety. Since then he has had it fire while on safe, in his lap when he was adjusting himself in the field.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6499379	RW	11/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPT SHP OLYPHANT PA		Y			

CONCERN:FIRED WITH SAFE ON

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	11/22/2010				

10/22/10 Sending ARS. He would like to keep it original if possible. Last time they replaced his bolt. Call with details before repairing.cm
11/22/10 Per Ilion, could not duplicate concern. Trig assm dirty and some light rust. Can offer to replace TPA, clean and test fire under bolt lock program for \$20 + shipping.cm

*11/23/10 Roten approved by phone call.cm
Send C&P.*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		RW
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4824&Type=Case>

11/22/2010

BARBER - Kinzer PPS GAL RE 0012058

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	DIRT,BRASS WASH
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	RECEIVED LESS STOCK
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRT AND SOME RUST
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

4824

22"
RW 11/72
3.5#
1010

October 22, 2010

Edward Roten
447 Rosedale
Kirkwood, PA 17536

Subject: #4824

Dear Mr. Roten,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

could not duplicate concern.
Trip Assm. dirty + some like rust.
can offer to replace TPA, clean
+ test firing under bolt lock
no opinion for \$20.00 + ship

Serial Number:
6499379
Model: **700**



RE00210864




Edward Roten
447 Rosedale Rd.
Kirkwood, PA 17536

11/23 Emailed quote
m

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: REMINGTON 700 BDL		Serial Number: 649937	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: EDWARD ROTEN		Date of Purchase: 1972	
Address (no PO Boxes): 447 ROSEDALE RD			
City: KIRKWOOD		State: PA	Zip: 17536-9781
Phone (Daytime): 717 529 6805		Fax: _____	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) EDROTEN 447@YAHOO.COM			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: GUN HAS FIRED WITH SAF ON JUST NEEDS CHECKED BOLT WAS REPLEACED WAY BACK IN 1973 ON 75 SAFE AND BAR REPLEACED			
500 characters left		 Edward Roten 447 Rosedale Rd. Kirkwood, PA 17536	
Ammunition Information:			
Manufacturer: REM		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: 4831		Powder Weight: U-M	
Case/Hull Used: REM		Primer Used: STANDER	
Bullet Type/Shot Size: 100 G		Reloader Used: RCA	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	<u>1-2</u>
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

frmREInquiry - Repair Inquiry

Repair Number:	RE00210864	Serial: 6495379 Model 700 Center Fire Caliber 243 WIN BBL/ACTION ONLY	Repairman:	Bence Travis
Verify Repair			Status:	Approval Hold 11/19/2010 3:25:25 PM

ADDRESS INFORMATION				
Customer	<input type="checkbox"/> Received from	Return To	<input type="checkbox"/> Received from	
Name:	EDWARD ROTEN	Name:	EDWARD ROTEN	
Address 1:	447 ROSEDALE	Address 1:	447 ROSEDALE	
Address 2:	PO Box	Address 2:	PO Box	
City:	KIRKWOOD	City:	KIRKWOOD	
State:	PA Zip Code: 17536 Country: US	State:	PA Zip Code: 17536 Country: US	

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing	
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Date	Code	User ID	Desc1	Desc2 ▲	<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC	Current Status Approval Hold 11/19/2010 3:25:29 PM Travisbw Repair Bench Repair Location ILN Current Location ILN Transfer Number
11/19/2010 12...	EmailSent	ArmEmail	Repair Received	EDROTE		
11/19/2010 12...	EmailVerified	ArmEmail	Receipt	EDROTE		
11/19/2010 3...	Maint	Travisbw	Repair Maintenance	Status: F		
11/19/2010 3...	Estimate	Travisbw	Estimate Update	Status: A		
11/19/2010 3...	ApprovalH...	System	Immediate SAP Allocation			

<input type="button" value="Repair Search"/>	<input type="button" value="Refresh"/>	<input type="button" value="Close"/>
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RECEIVED
NOV 22 2010

BY: _____

BARBER - Kinzer PPS GAL RE 0012062

PS 13950

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxxxxx	
DESCRIPTION: <div style="text-align: center;">700 6499379</div>			

LABEL INFORMATION

MAIL LABEL TO:	Edward Roten 447 Rosedale Kirkwood, PA 17536
RETURN ITEM TO:	Rem Product Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX595 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969656641704
REF 1: EDWARD ROTEN/CD/CM
REF 2: 700/6499379

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.45 PUB-HANDLING 7.45





